

REEMPLOYMENT SERVICES PERFORMANCE REPORT**STATE:** Connecticut**DATE:** 10-8-04**STATE SPECIFIC PERFORMANCE REPORT** (Add additional sheets if necessary.)

Describe activities and an overview of how the activities were accomplished. Include milestones, and positive outcomes achieved. Compare accomplishment of planned performance goals with the attainment of the performance indicators identified by the State in the annual plan.

CTDOL established a simple and straightforward goal for PY 2003: to select a minimum of 12,670 UI claimants from the Profiling pool and refer them to Reemployment Services, beginning with the Profiling Orientation. The Department surpassed this goal, having selected 12,694 UI claimants. This level of achievement was accomplished by establishing an annual and monthly goal for each One-Stop center. Progress toward attainment of these goals was monitored on a monthly basis. Reports that were utilized for this purpose were the UI-9048, UI-9049, and PF 310 report, "Profiling Activity by Job Center."

Numerous changes have been made to the Program. In PY 2002, one of which was to rename the Program to Enhanced Reemployment Services (ERS). This was done because of the negative connotations of the term "profiling."

All program forms were again revised to streamline the program and to meet all Federal requirements. The following were revised: DOL-120 "Enhanced Reemployment Services Individual Service Plan," DOL-125 "Notice of Enhanced Reemployment Service Follow-Up," DOL-122 "Request for Waiver for Further Participation in Enhanced Reemployment Services," UC-129 "Enhanced Reemployment Services Route Slip" (Referral of UI Claimants to Adjudications for not attending required services.)

The DOL-128, "Your Job Search Skills Assessment," was also revised to make it more accurate and efficient. This is the standard assessment instrument utilized in completing the DOL-120, "Enhanced Reemployment Services Individual Service Plan." All Enhanced Reemployment Services forms are now accessible on-line through the CTDOL Intranet system.

In addition, CTDOL has updated its Profiling model used to score and select UI claimants for the ERS program. The new model is integrated into the CTDOL mainframe system and is more reliable than the previous system. The new model will result in better selection choices for ERS.

The Department revised the DOL-121, "CTWorks Customer Assessment of Seminars." This form is used for customers to rate Overall Satisfaction with all our workshops. In the period April 1, 2004 – June 30, 2004, the rating by ERS customers for overall satisfaction with any workshop attend (including the ERS Orientation) was a mean of 9.00 (using a scale of 1-10). This compares to a mean of 9.09 for all customers.

In conclusion, PY 2003 was a successful year for the Reemployment Services Program.